Frequently Asked Questions

1) What are the types of supported devices?

Updated as of 9th March 2015

iOS Devices (devices would also need to have supported versions of iOS as listed in question 2 below)

S/N	BRAND	Type	Model Name
1	Apple	Mobile	iPhone 6/6 Plus
2	Apple	Mobile	iPhone 5S/5C
3	Apple	Mobile	iPhone 5
4	Apple	Mobile	iPhone 4S
5	Apple	Tablet	iPad 3
6	Apple	Tablet	iPad 2
7	Apple	Tablet	iPad Mini
8	Apple	Tablet	iPad Mini with Retina Display
9	Apple	Tablet	iPad Mini 3
10	Apple	Tablet	iPad (4th generation)
11	Apple	Tablet	iPad Air
12	Apple	Tablet	iPad Air 2

Android Devices (devices would also need to have supported Operating Systems as listed in question 2 below)

S/N	BRAND	Type	Name	Model Number	Remarks
1	Google	Mobile	Nexus 7	Nexus 7	
2	Google	Mobile	Nexus 5		
3	HTC	Mobile	ONE		
4	HTC	Mobile	ONE Mini		
5	HTC	Mobile	ONE Max		
6	HTC	Mobile	One M8		
7	HTC	Mobile	DESIRE 610		
8	HTC	Mobile	DESIRE 816 A5		
9	Huawei	Mobile	HONOR 3X	G750	
10	Huawei	Mobile	Ascend G6	Y511	
11	Huawei	Mobile	Ascend G730		

12	Huawei	Mobile	Ascend G740		
13	Huawei	Mobile	Honor 3C		
14	LG	Mobile	Optimus F5	P875	
15	LG	Mobile	Optimus L9	P768	
16	LG	Mobile	Optimus G Pro 2	D838	
17	LG	Mobile	LG Flex	D958	
18	LG	Mobile	LG G2	D802	
19	LG	Mobile	F70 LTE	D315	
20	LG	Mobile	G2 MINI LTE	D620k	
21	LG	Mobile	Optimus G PRO	E988	
22	LG	Mobile	Optimus L9	P768	
23	Motorola	Tablet	Motorola Xoom		
24	Samsung	Mobile	S3	GT-I9305	
25	Samsung	Mobile	S3	GT-I9300	
26	Samsung	Mobile	S4	GT-I9500	
27	Samsung	Mobile	S5	G900F	
28	Samsung	Mobile	Note II	GT-N7105	
29	Samsung	Mobile	Note 3 (LTE)	N9005	
30	Samsung	Mobile	Galaxy Mega	GT-I9205	
31	Samsung	Mobile	Grand 2	G7105	
32	Samsung	Tablet	Tab 8.9	GT-P7300	
33	Samsung	Tablet	Note 10.1 LTE	GT-P7500	
34	Samsung	Tablet	Galaxy Note 8	GT-N5120	
35	Samsung	Tablet	Galaxy Tab 3 7-in	SM-T210R	
36	Samsung	Tablet	Galaxy Tab 3 10.1 LTE	GT-P5210	Due to Intel chipset within the device, On Demand portal is not supported for this model.
37	Samsung	Tablet	Pro 10.1	T525	
38	Samsung	Tablet	Galaxy Note 12.2	P905	

Singapore Telecommunications Limited
Company registration number: 199201624D
31 Exeter Road, Comcentre, Singapore 239732
Tel: +65 6838 3388 Fax: +65 6732 8428
www.singtel.com
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39	Samsung	Tablet	GALAXY TAB PRO 8.4	T325	
40	Samsung	Tablet	Galaxy Tab3 7.0	T215	
41	Samsung	Mobile	Galaxy K Zoom	SM-C115	
42	Sony	Tablet	Xperia Tablet Z	SGP321	
43	Sony	Mobile	Xperia Z Ultra	C6833	
44	Sony	Mobile	Xperia X Mobile	C6603	
45	Sony	Mobile	Xperia Z2 (Sirius)	D6503	
46	Sony	Mobile	Xperia Eagle	D2303	
47	Sony	Mobile	XPERIA M2	D2303	
48	Sony	Mobile	Xperia SP	C5303	
49	Sony	Mobile	Xperia Z1	C6903	
50	Sony	Mobile	Xperia Z1 Compact	D5503	
51	Sony	Tablet	Z2 LTE	P521	
52	Sony	Mobile	Xperia T2 Ultra	D5303	
53	Samsung	Mobile	Ace 4		
54	HTC	Mobile	Desire 510		
55	Sony	Mobile	Xperia C3		
56	Samsung	Mobile	Note Edge	N915	
57	HTC	Mobile	One E8		
58	Samsung	Mobile	Galaxy S5 Alpha	G850F	
59	LG	Mobile	G3	D855	
60	Samsung	Tablet	Galaxy Tab S 8.4		
61	HTC	Mobile	HTC One XL		
62	Sony	Tablet	SONY Xperia Z3 Tablet Compact		
63	Huawei	Mobile	Huawei Ascend		

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			Mate 7 (Jazz)		
64	LG	Mobile	LG E1 LTE (V490)		
65	HTC	Mobile	HTC Desire 601		

We are working hard to ensure that Singtel TV GO will be available on more Android devices. We appreciate your kind understanding and patience.

Please note we are unable to support customers who have modified the root access to their devices as well as users who have extracted the Application APK for installation on devices outside the list of supportable models.
We are also unable to support customers who upgrade their devices to a new OS outside of official updates, as these devices are not officially supported by the OEM/ telco provider.
We are unable to accede to customer requests to support devices outside the stated list above.
Customers whose devices contain Intel chipsets may wish to note that the on-demand feature in version 3.0 will not be available to them, as the software is incompatible with Intel chipsets. Customers will not be able to download any On Demand programmes and will receive an error message "Sorry, your device hardware does not support the On Demand feature" when they try to do so.

2) What operating systems are supported?

S/N	Brand	OS	Version
1	Apple	iOS 6	v6
2	Apple	iOS 7	v7
3	Apple	iOS 8	v8
S/N	**Brand**	**OS**	**Version**
1	Android	Ice Cream Sandwich	4.0.4
2	Android	Jelly Bean	4.1.2
3	Android	Jelly Bean	4.2.1
4	Android	Jelly Bean	4.3
5	Android	Kit Kat	4.4
6	Android	Kit Kat	4.4.2
7	Android	Lollipop	5.0

Please note we are unable to support customers who modified the root access to their handheld devices as well as users who have extracted the Application APK for installation on devices outside the list of models supportable. We are also unable to support

customers who upgrade their devices to a new OS outside of official updates. Please see note 1 above.

3) I'm unable to find the Singtel TV GO app in the Apple App Store or Google Play, why is this so?

If your mobile device is not compatible with Singtel TV GO at the moment, you will not be able to find the Singtel TV GO app in the Apple App Store or Google Play Store.

We are working hard to ensure that Singtel TV GO will be available on more devices. We appreciate your kind understanding and patience.

4) Do I need to be a Singtel customer or Singtel TV subscriber to download the application?

No, the app is free for all to download. However, access to live streaming requires subscription to the content packs with the relevant channels on the Singtel TV set top box.

The remote control feature will require the mobile device to be connected to the same (Singtel) wifi network as the set top box and remote recording feature will require a Singtel TV Digital Video Recorder subscription.

5) Is Singtel TV GO available on PCs or Mac computers?

No, please note that this application is only supported on selected mobile devices (refer to supported list in question 1 above)

6) Do I need to set up an account for Singtel TV GO?

You do not need to create an account to browse the content within Singtel TV GO. You can login into your Facebook account, under "Me" tab, which enables you to connect with your friends on Facebook and share programmes that you enjoy.

For live streaming of channels on your Singtel TV GO, you would need to log in using your NRIC number and Singtel TV number. To find out your Singtel TV service number, you can refer to your Singtel bill or SMS to 78646 with your NRIC to find out.

<u>Questions on Live Streaming</u>

7) Which channels can I access live streaming on Singtel TV GO?

You will have access to live streaming of channels on Singtel TV GO if you have subscribed to those corresponding channels with your Singtel TV subscription.

Live streaming access is not applicable to subscribers of the mio Stadium+ Pack via StarHub set-top box.

8) Do I need to pay for live streaming?

Access to live streaming is charged at $5/ month and only accessible to those who have the corresponding channels on their TV subscription. However, these customers will enjoy this service for free for a promotional period till 31 May 2015.

9) I do not subscribe to the channels available for live streaming on Singtel TV GO. Can I pay and subscribe to live streaming on Singtel TV GO?

Unfortunately, this option is not available. You can only access live streaming if you are a Singtel TV subscriber on a Singtel TV set top box and if you have subscribed to the relevant channels.

10) Which channels are available for live streaming on Singtel TV GO?

Channels available for live streaming are shown with a ribbon strip around the channel. A gold ribbon strip means that you have logged in and have access to that channel within your Singtel TV subscription plan. A grey ribbon strip means that the channel does not exist within your Singtel TV subscription plan.

The current available Live TV channels:

no.	Channel Name	Channel no.
1	mio Stadium 102	102
2	mio Stadium 103	103
3	mio Stadium 104	104
4	mio Sports 1	111
5	mio Sports 2	112
6	mio Sports 3	113
7	Fox Sports Plus	117
8	Fight Sports	119
9	STAR Cricket	123
10	CNN International (HD)	167
11	HLN	169
12	Toonami (HD)	224
13	Cartoon Network (HD)	226
14	Boomerang (HD)	228
15	Discovery Kids	230
16	Li	265
17	RTL CBS Entertainment	318
18	RTL CBS Extreme	335

19	ANIPLUS	340
20	truTV	346
21	Jia Le Channel	502
22	ETTV Asia	521
23	ETTV Yoyo	242
24	Jiangsu Satellite Ch	512
25	cHK	510
26	KBS World	523/606
27	ONE HD	513/604
28	Oh! K	525/611
29	Entertainment Ch	531
30	Kalaignar TV	630
31	Zee TV	646
32	HITS	326

11) How can I watch channels on Singtel TV GO that is available in my Singtel TV subscription?

To view channels on your Singtel TV GO, click on 'TV Channels' on the ribbon strip and click on 'LIVE TV' on the top tab. You will be required to log in with your Singtel TV service number and the NRIC registered with the Singtel TV service.
To find out your Singtel TV service number, you can refer to your Singtel bill or SMS to 78646 with your NRIC to find out.

To find out what channel your subscription contains, tap on the SUBSCRIBED tab under TV Channels.

If you would like to sign up for more channels, please call 1609 or visit the nearest Singtel shop.

12) Do I need to pay for data charges?

Mobile data charges are applicable when you watch live streaming via your 3G / LTE connection. To reduce mobile data charges and improve your viewing experience, it is recommended that you connect to a wifi network. Please note that corporate wifi networks may not allow access to Singtel TV GO.

13) Why do I experience a poor quality video stream while viewing channels on Singtel TV GO?

Your viewing quality will be affected by the quality of the internet connection at your location. In video mode, at the top left corner of the screen, there is an indicator for quality of the video stream.

i. Green indicates that your device is enjoying optimal bandwidth for video streaming. Video is streaming at the highest bitrate.
ii. Amber indicates that your device is enjoying medium bandwidth for video streaming. Slight pixelation can be seen.
iii. Red indicates that your devices does not have sufficient bandwidth for video streaming which may result in audio only scenario. You may wish to change your data connection means or move to a location where there is better bandwidth.

14) How many viewing sessions can one account have at any one time?

While you can use Singtel TV GO with multiple devices, only 1 viewing session is allowed at any one time for one Singtel TV account. If you watch on another device, the previous session will be terminated.

Watching of live streaming on your mobile device will not affect your viewing on the Singtel TV set top box.

15) Can I access live streaming on Singtel TV GO outside of Singapore?

This service is only available within Singapore.

16) Will I be able to extend 'live streaming' to external displays apart from my mobile or tablet device?

Customers will not be able to extend their displays for 'live streaming', as this is not within the content rights given to Singtel's residential users. [for clarification, non-live video clips can be extended to external displays.]

[to those who customers could access this 'feature' before] We have updated our app to disable this feature as this is not within the content rights given to Singtel's residential users.

Questions on Remote Control

17) What is the required Home Network setup to pair my device to my Singtel TV set-top box?

Please take note that only subscribers with Singtel broadband bundled with Singtel TV service on the same modem are able to set up the remote control feature.
To pair your mobile device with your Singtel TV set-top box, your Singtel broadband and Singtel TV set-top box must be connected to the same modem.

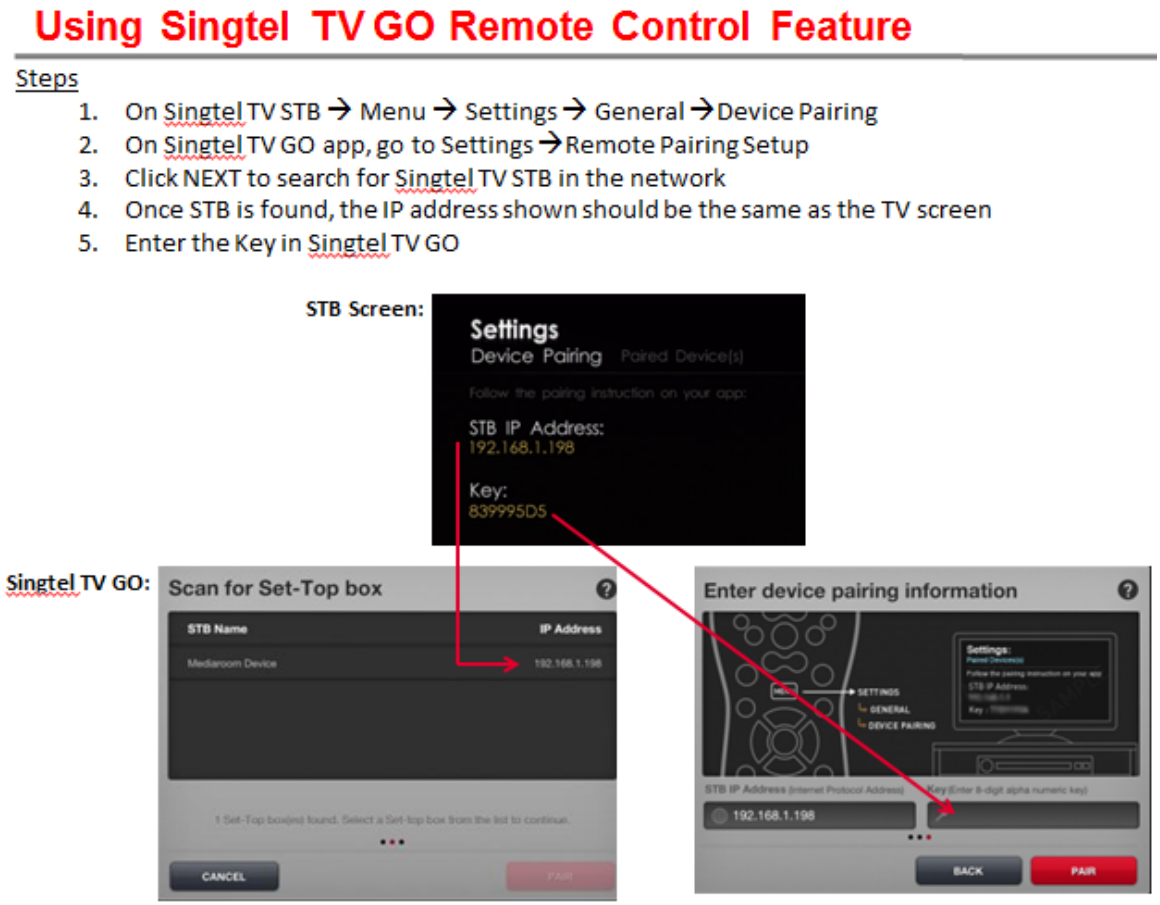
Certain Singtel Modems/Routers will not be able to support pairing. The modem models are as follows :

Pace/2Wire 2700
Pace/2Wire 2701
Aztech DSL 1000
Thomson ST536
Thomson ST585

If your modem is one of those listed above, we are unable to support remote control feature on your set up. You may wish to consider subscribing to a Singtel Fibre bundle plan.

You can find your Modem/Router model at the side/front of the equipment.

The images below illustrate the setup required to pair your device to your set-top box.



18) What happens if my modem model cannot support pairing?

We encourage you to upgrade to Fibre Entertainment Bundle+ construct so that a suitable modem can be installed for your TV service.

However, even without a suitable modem, you can continue to enjoy live streaming and remote recording features. Only the remote control feature is unavailable to you.

19) How do I use the Singtel TV GO remote on my Singtel TV set-top box?

You can select the "Remote" tab on the Singtel TV GO application to pair your device to the Singtel TV Set-Top box at the top right hand corner. Please follow the step-by step instructions within the tab to pair your mobile device.

20) What functions are available after pairing my device to my Singtel TV set-top box?

After pairing your mobile device with your Singtel TV Set-Top box, you will be able to use your mobile device as a remote control. All functions on the remote control provided with your Singtel TV subscription will be available on Singtel TV GO.

21) Where is the "Device Pairing" information page located?

i. Click on the 'MENU' button on your Singtel TV remote control
ii. Navigate to 'Settings'
iii. Select 'General'
iv. Select 'Device Pairing'
v. Follow the step-by-step instructions on how you can pair the device to your Singtel TV set-top box shown on Singtel TV GO.

<u>Questions on Remote Recording</u>

22) What is the requirement for Remote recording?

In order for you to make use of this feature, please ensure that you are using a Digital Video Recorder set-top box. To upgrade your set-top box, please call 1688.

23) How can I activate remote recording?

On Singtel TV, to set up remote recording, create an account by navigating to :
Menu > Settings > Remote DVR > Create Username

On Singtel TV GO, set up remote recording using the same user name and password by going to :
Settings > Accounts Setup > Remote recording

24) Where do I find the programmes that I have recorded?

You will be able to find your recordings on Singtel TV by pressing 'Recorded TV' on your remote control.

25) Why am I unable to record a programme that is playing now (i.e. program has started showing on Singtel TV)?

Remote recording only allows the user to schedule a recording before the program has started. Once the program has started, you will not be able to schedule a remote recording from Singtel TV GO.

26) Where can I check the recordings that I have scheduled or recorded?

You can check what program you have scheduled, recorded or is currently being recorded under ME tab in Singtel TV GO. To amend your scheduled recording programme, select "Edit" and delete the recording using the "Cross" button.

You can also check what are the scheduled program on your Singtel TV (see 'Recorded TV' > 'Scheduled')

Questions on Football Portal

27) Is the match that is shown on the same channel on TV and Singtel TV GO the same?

Yes, it is the same match shown in Singtel TV GO with the corresponding channel on Singtel TV. With Singtel TV GO, you will not need to miss a match should you be away from your TV.

28) What is the difference in the live matches between that in 'TV Channels' and in the 'Football' tab?

On Singtel TV GO, you can catch the same match in 'TV Channels' and 'Football' tabs. However, the action bar to play back key highlights is only available when you watch the match in the 'Football' tab. (available only for mio Stadium channels).

29) Can I set a reminder for a match that is not played yet?

Yes, a reminder can be set to remind you 15, 30, 45 or 60 min before the match start time. To set the reminder, select your desired match and click on the "Remind Me", and choose a timing of your choice.

30) Where can I find the latest news, headlines and league table standing of any team during the season?

In the 'Football' tab, you can check the league table, latest news and headlines, as well as the statistics of players in the team.

31) Is it possible to find the team line-up for the upcoming match?

Yes, tap on the team logo for the match you are interested to find out more and you will be directed to the team line-up page. Check out the team statistics and starting lineup.

32) I missed part of the match and did not catch the last goal, can I rewind the match on my device?

You are not able to rewind for matches streamed 'live' on the device. However you are able to catch key highlights such as yellow / red cards, penalty kicks and goals scored that have occurred before during the match.

To catch these highlights during the match, look for the action icon (yellow / red card, football icon) on the action bar and tap on the corresponding icon to watch the highlight. After the match has ended, you may also look out for highlights of the match and key events (yellow card, red card incidents and goals) listed in the match event timeline. Clicking on the goal event will allow you to replay that particular goal moment.

33) I want to connect my mobile device to my TV set to watch it on a bigger screen. Why does this not work?

Projection to TV screen via VGA/HDMI connector or via any external adaptor has been disabled. The projection rights is not covered under your residential Singtel TV subscription. You can enjoy viewing the same match on your Singtel TV STB that is connected to your TV screen.

34) I am watching the same match on TV and on my mobile device, why is the match playing on my mobile device slower than on TV?

The video streaming on your mobile devices requires additional buffering over mobile networks in order to reach your device.

At the same time, depending on the speed of the network connection (3G, 4G, Wi-Fi) which your device is connected to, latency would vary. Hence, you may anticipate some delay in the streaming on the mobile device as compared to the broadcast on your set-top box.

35) I want to share my comments on the 'Shout Box', why do I need to log in to Facebook before I can post ?

To post a comment on the 'Shout Box', Facebook login is required. Logging in to Facebook allows you and your friends to identify each other's comments about the same match.

Questions on 'On Demand' Portal

36) How can I get On Demand programmes on Singtel TV GO?

Customers need to download or upgrade to version 3.0 (or later) of Singtel TV GO to access the new 'On Demand' tab. Customers would also need to have subscribed to the relevant on demand channels on Singtel TV. If they have subscribed, they would need to log in with the NRIC no. of the account holder as well as the IPTV number to get access to the On Demand programmes.

37) What on demand channels are available on Singtel TV GO?

The available on demand channels are as follows:

no.	Channel Name	Channel no.
1	mio Stadium On Demand	109
2	mio Sports On Demand (only UEFA Champions' League and Europa League matches are available)	133
3	Toonami On Demand	225
4	Cartoon Network On Demand	227
5	Boomerang On Demand	229
6	LI (Catch-Up)	266
7	Extreme On Demand	336
8	ANIPLUS On Demand	341
9	FOX Movies PLAY	409
10	Jia Le On Demand	503
11	cHK On Demand	511
12	Entertainment On Demand	531
13	STAR Chinese Movies PLAY	572
14	Celestial Classic Movies On Demand	581
15	Celestial Movies On Demand	586
16	ONE On Demand	514/605
17	Oh!K On Demand	526/612

38) Where can I access the On-demand programmes?

Customers can get access to the on demand programmes at the 'On Demand' tab of Singtel TV GO. Once customers have downloaded the programmes, they can access it via the 'My Downloads' section of the 'Me' Tab.

39) When will other on demand channels be made available?

We are constantly reviewing our channel line up and doing our best to make more programmes available to our customers. Once we can make more on demand channels available on Singtel TV GO, we would inform customers via 'Push notification' of the app.

40) When are the on demand programmes available?

The on demand programmes will be available 2 days after the programmes are available on Singtel TV set-top box. They will expire in 7 days once the customers has downloaded the programme on his device . Customers will not be able to watch the programmes beyond the expiry date. However, if the programme is still available for download, the customer can download the programme again to enjoy it.

41) Does downloading programmes require wifi or mobile data? Will it consume my data plan?

Customers can only download the programmes while they are connected via wifi or mobile data. Users will be asked to switch on mobile data usage if they are not on wifi. In addition, they would be warned that doing so will incur data charges. Do note that programmes are of varying length and hence will be of varying file size.

42) Does my device need to be connected via wifi to watch the programmes?

No, once the programmes are fully downloaded onto the device, you may watch them without the need to connect to any data network.

43) What happens when I don't have enough storage space in my device?

Programmes will not be downloaded if there is not enough storage space in the customer's device. Customers may check the available storage space in the 'Me' tab, and remove existing programmes or other files in their device to free up storage space.

44) Can I save the programmes somewhere else to watch or keep?

Customers are not able to save the programmes outside the Singtel TV GO app as the rights to watch the programme are only available for within the app.

45) When will the programmes expire?

Expiry dates for each programme are stated below each programme title. Customers have 7 days to watch the programme once they have downloaded it. If the programme has expired, customers may delete the expired programme and downloaded a fresh copy, if it is still available on the On Demand portal.

46) What happens when the programmes have expired?

When the programmes have expired, there will be a warning message indicated by an exclamation mark next to the programme. Customers will no longer be able to watch these expired programmes. We recommend that customers delete expired programmes to free up storage space on their device.

Singapore Telecommunications Limited
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31 Exeter Road, Comcentre, Singapore 239732
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